



# Repair Agreement

Date \_\_\_\_\_

*One Machine Per Form*

Customer/Contact Name \_\_\_\_\_

Account # \_\_\_\_\_ Terms \_\_\_\_\_

Phone, Fax or Email \_\_\_\_\_

Security Deposit/Credit Card (if not a billable account) \_\_\_\_\_

Name on Card \_\_\_\_\_ Expiration/SEC# \_\_\_\_\_

Manufacturer \_\_\_\_\_ Model Name/# \_\_\_\_\_

Serial Number \_\_\_\_\_ Hour Meter Reading \_\_\_\_\_

Brief Explanation of Problem/Defect: \_\_\_\_\_

**Parts Needed/Used:**

Qty	Part #	Description	Price	Total

Customer pays for all parts including shipping fees unless the suggested repair has been approved for Warranty by the Manufacturer. Please check your machine manual or the manufacturer if you have warranty coverage questions.

**Standard Charges:**

	LABOR40	IN HOUSE LABOR PER HOUR	\$40.00	
	LABOR50	OTHER LABOR CHARGE PER HOUR	\$50.00	
	SERVICE80	80.00 Flat Fee for repair within 25 miles of shop plus ½ hour diagnostics. Rate of \$50.00 per hour labor will be added for additional time on site	\$80.00	
	SERVICE90	90.00 Flat Fee for repair over 25 miles of shop plus ½ hour diagnostics. Rate of \$50.00 per hour labor will be added for additional time on site	\$90.00	

Estimate Total \$ \_\_\_\_\_

Please Email or Fax Estimate to: \_\_\_\_\_

***See Reverse Side for Repair Policy and Agreement Acceptance***

**Terms and Conditions:** Customer agrees to pay for charges on repairs to equipment listed above. If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. The Customer agrees to pay in full for the repairs at time of pick up unless Customer has an account in good standing with Colker Company. Customer is advised to request a photocopy of this signed agreement.

**Disclaimer:** Any equipment, repaired or not, that is left on the property of L.M. Colker Company, Inc. will be deemed abandoned after 90 days of completed work or denial of work. Colker Company will assume possession of the equipment and resell it to satisfy the debt.

Quote # \_\_\_\_\_ Initials \_\_\_\_\_ Warranty: Yes or No \_\_\_\_\_ Approved or Denied \_\_\_\_\_

**L.M. Colker Company, Inc. \* Pittsburgh\* Indiana \* Johnsonstown**

**412-391-1955 \* 888-4-COLKER\* [www.colkerjanitorial.com](http://www.colkerjanitorial.com)**

**REPAIR POLICY**

**Please Initial:**

• No Guarantee of Warranty Coverage will be made until Machine has been inspected and approved by the manufacturer. \_\_\_\_\_

• Until the Manufacturer has approved Warranty, the Customer is responsible for all repairs which may include an on-site service call and diagnostic. \_\_\_\_\_

• All repairs will be treated as a pickup and repaired at our location unless arrangements are made with the Repair Department directly. The Department will set the date and time to make the service call. Repair Department phone 412-391-1955 x131. \_\_\_\_\_

• If under warranty, labor rate is dictated by the Manufacturer. If not covered under warranty a flat diagnostic fee of \$80.00 plus Colker's hourly labor rate will be charged. Customer is responsible for all charges not covered under the Manufacturer's Warranty. \_\_\_\_\_

• After a Warranty Claim is Approved or Denied by the Manufacturer the Customer will receive a Revised Invoice or Credit or Phone Call or Mailed a copy of the Denial Letter. \_\_\_\_\_

• All parts will be charged at current prices. Freight and/or small order fees will be added to the Customer's Invoice, unless arrangements have been previously made with an Employee of Colker Company and outlined in the signed Repair Agreement. \_\_\_\_\_

• All Quotes, Estimates, Repair Agreements must be signed by the Customer before any parts are ordered and any work is preformed. \_\_\_\_\_

• If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. \_\_\_\_\_

• All equipment must be paid for with a credit card unless the customer has an account in good standing. \_\_\_\_\_

• Customer has 90 days after repairs are completed to pick up their equipment. If the machine is not picked up within this time frame the machine becomes property of L.M. Colker Company, Inc. \_\_\_\_\_

• The Customer is advised to request a photocopy of the Signed Repair Agreement.

I, \_\_\_\_\_, approve this estimate and agree to the terms and policies on behalf of the Customer list on front page. ***By signing the agreement, the Customer understands and accepts all terms, conditions and policies outlined on this agreement between L.M. Colker Company, Inc. and the Customer.***

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Quote # \_\_\_\_\_ Initials \_\_\_\_\_ Warranty: Yes or No \_\_\_\_ Approved or Denied \_\_\_\_\_

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